

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION**

**QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI) COMMITTEE**

AGENDA

**February 20, 2013
2:00 – 4:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807**

**QUALITY ASSURANCE (QA) MEETING
3:00 – 4:00 p.m.**

I	Welcome Again!
II	Audits/Reviews Auditor Controller: <ul style="list-style-type: none"> January 29, 2013 – 1736 Family Crisis Center March 26, 2013 Pacific Asian Counseling Services
III	State DMH Updates <ul style="list-style-type: none"> State System Review – began last Monday, February 11, 2013. We will inform the committee once we have results from the System Review exit interview.
IV	Documentation Training Schedule* - Please see attached.
V	IBHIS Update – Practitioner (Rendering Provider) Enrollment: <ul style="list-style-type: none"> To set up claiming staff for IBHIS; controls procedure code usage, fees, progress notes (for DO) DO and Pilot 1 LE sites due March 1st
VI	Program Review/Certification <ul style="list-style-type: none"> No updates
VII	Medical Records State System Review Chart Audit materials can be found on the QA website at: http://psbqi.dmh.lacounty.gov/QA_Div.html <ul style="list-style-type: none"> Chart list was received on February 6th; Providers notified February 7th Chart workshops were held on February 14th and February 19th Chart drop-offs February 20th and 21st
VIII	QA Technical Assistance Update - CPT Procedure Code changes for 2013 <ul style="list-style-type: none"> QA Bulletin No. 13-01: Senate Bill No. 1407* QA Bulletin No. 13-02: Revisions To A Guide To Procedure Codes* Claiming time per hours worked: Quality Assurance Report for DO Programs* DSM V Implementation – will require modifications to the IS and clinical forms and training; proposed implementation is October 2014 along with ICD-10
IX	Updates: <ul style="list-style-type: none"> Katie A. Documentation and Claiming Manual – Manual is expected to be finalized end of February 104.09 Clinical Documentation Policy – has been submitted for signature COD Children's forms – revised and will be sent out in Feb/March Organizational Providers Manual – QA is currently working on changes Nursing DSM Training and Policy – Policy is in final stages; tentative trainings to start end of March COS Workgroup – will be looking at revising the COS form County Coalition Treatment Plan LPCC – State Plan Amendment has been approved; QA is working on updating LA County materials to allow LPCCs in LA County.

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QUALITY IMPROVEMENT (QI) MEETING 2:00 – 3:00 p.m.	
I	Welcome & Introductions Co-chairs: Emily Ramos, LCSW (LBMH), Misty Aronoff, MFT (Alma), and Michele Munde, LCSW (Star View) SA 8 liaison: Ann Lee, Ph.D. QA Division Lead for SA 8: Dr. Lori Dobbs
II	Minutes Please review the October 2012 minutes. The January 2013 will be emailed to members upon completion.
III	Cultural Competency Committee (CCC) Report
IV	Clinical Quality Improvement: OMD Report
VI	PRO <ul style="list-style-type: none"> Request for Change of Provider Report Beneficiary Grievance/Appeal Report FY 2011-12
VII	State System Review
VIII	Care Integration Collaborative – CiMH
IX	Service Area 8 Outcome Data Workgroup – Next meeting will be scheduled for April 2013. Providers are welcome to join the workgroup. Please contact Ann Lee if interested: alee@dmh.lacounty.gov
X	SA 8 Quality Improvement Project
	Announcements/Discussion – Meeting space for March's meeting

Next Meeting Info:

**March 20, 2013
2:00-4:00 p.m.
Location: TBA**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, February 20, 2013**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee	Date	February 20, 2013
Location	The Guidance Center 4335 Atlantic Ave Long Beach, CA 90807	Start Time & End Time	2:00 p.m. – 4:00 p.m.
Co-chairs	Co-Chairs: Emily Ramos, L.C.S.W. (absent), Misty Aronoff, MFT (Alma), Michele Munde, L.C.S.W. (Star View)		
SA 8 QI/QA Liaison	Ann Lee, Ph.D.		
Members Present	Alicia Yabana Christine Byrne Courtney Stephens Cristina Nolf Deanna Park Elva Gutierrez Francisco De La Serna	Helen Chang Jaime Sheehan Jeanette Bernabe Karen Molano Kathy Eliassian Laura Villa Leeann Ekstrom	Linda Nakamura Lorna Pham Lorrie Leon Lynn Yoon Michael Fitzgerald Michele Munde Misty Aronoff
Absent Members (many members were absent due to the Chart Audit)	Jaclyn Sagun Kathy Mills-Walker Aminah Ofumbi Lorna Flores	David Kneip Ivy Nguyen Emily Ramos Mitsuru Kubota	Heather Jensen Lori Dobbs Tim Beyer Kathrine Lundy
Agenda Item & Presenter	Discussion and Findings		
Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.		
Review of Minutes	The October 2012 minutes were reviewed and approved. The January 2013 minutes were not yet prepared in time for today's meeting. It will be emailed to members as soon as possible.		
Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date		

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QUALITY IMPROVEMENT (QI)			
Cultural Competency Committee (CCC) Report	<ul style="list-style-type: none"> ➤ The CCC has created 4 subcommittees to work on CCC goals for this calendar year. The committees are 1) e-News column, 2) California Reducing Disparities Project – Similarities and Differences, 3) Reducing criminalization via needs assessment, and 4) Family and Spirituality training needs. ➤ The next meeting will be held on Wednesday, March 13th from 1:30-3:30 p.m., 695 Vermont, 15th Fl glass conf rm. ➤ QI members were encouraged to participate as additional SA 8 representation from Contract Providers and Directly-Operated clinics are needed. 		
Clinical Quality Improvement: Office of the Medical Director (OMD) Report	<ul style="list-style-type: none"> ➤ OMD is still working on pharmacy benefits management system and e-prescribing via IBHIS (which will replace the PATS system). ➤ E-Prescribe demo for directly-operated (DO) physicians will be coming up. ➤ OMD is developing parameters for the new medications included in the formulary (medication assisted treatment, anti-craving meds). ➤ Online Incident Reporting – this is a Board of Supervisor's recommendation. This would be a best practice including modules as appropriate. ➤ LPS recommendation reports are posted on the DMH website under "What's New" ➤ Healthcare reform – collaboration with HealthyWay LA, looking at how primary care providers could take on some mental health services for Tier 3 and some Tier 2 clients. 		

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Patient's Rights Office (PRO)	<ul style="list-style-type: none"> ➤ The revised Request for Change of Provider QI Work Plan Implementation Status Report was distributed. Members were asked to review the workplans and submit any feedback or input to Ann Lee to forward to QI Division. 		
State System Review	<ul style="list-style-type: none"> ➤ The State System review exit conference will be held this Thursday at 2pm, 600 Commonwealth, 6th floor conference room. 		
Care Integration Collaborative – CIMH	<ul style="list-style-type: none"> ➤ The Care Integration Collaborative will be presented at the next monthly QI meeting. 		
ACCESS	<ul style="list-style-type: none"> ➤ The language line glitch has been resolved. 		
Service Area 8 Outcome Data Workgroup	<ul style="list-style-type: none"> ➤ The next meeting will be held on Tuesday, April 30, 2013. Meeting time and location will be announced soon. ➤ Several providers have been participating however additional adult and child agencies are encouraged to join the workgroup. ➤ Please contact Ann Lee if your agency is interested in participating. 	Meeting details will be emailed to members upon confirmation.	Ann Lee
SA 8 Quality Improvement Project	<ul style="list-style-type: none"> ➤ The Kiosk draft report was sent to members via secure email. Please review the draft version and submit any revisions. A few printed copies were available for members without computer or printer access. ➤ Some members were not able to view the secure email. 	Secure email instructions will be sent to members and then the draft report will be resent in a separate email to allow those who could not previously view it.	Ann Lee
Announcements	<ul style="list-style-type: none"> ➤ The Guidance Center will be moving late March so an alternate meeting space will need to be located for March's meeting. Members agreed to 	Check ChildNet's space availability and notify members of next	AnnLee

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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	hold the next meeting at ChildNet if available.	month's meeting location	
QI Handouts	<ul style="list-style-type: none"> ➤ QI Agenda ➤ QI Work Plan Implementation Status Report – Annual Beneficiary Grievance/Appeal Report FY 2011-12 ➤ QI Work Plan Implementation Status Report – Patient's Rights Office (PRO) Outpatient Requests for Change of Provider 		

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QUALITY ASSURANCE (QA)			
Audits/Reviews	<p>Auditor Controller:</p> <ul style="list-style-type: none"> ➤ January 29, 2013 – 1736 Family Crisis Center ➤ March 26, 2013 Pacific Asian Counseling Services <p>Members discussed how the auditor-controller audits have been going and shared information.</p>		
State DMH Updates	<ul style="list-style-type: none"> ➤ State System Review – began last Monday, February 11, 2013. ➤ We will inform the committee once we have results from the System Review exit interview. 		
Documentation Trainings	<p>The Documentation Training schedule was included in today's meeting packet.</p>		
IBHIS	<p>DMH is in the process of enrolling practitioners (individual rendering providers) and setting up staff who claim MAA, COS, or direct services in a Practitioner Enrollment Application. Each clinic needs to be an authorized user in order to be able to claim. Providers who need more than one taxonomy must do so by contacting the QA division with the justification.</p>		
Program Review/Certification	<p>No updates</p>		
State Chart Audits	<p>State System Review Chart Audit materials can be found on the QA website at: http://psbqi.dmh.lacounty.gov/QA_Div.html</p> <ul style="list-style-type: none"> ○ Chart list was received on February 6th, Providers notified February 7th ○ There are 118 providers involved in the audit - approximately 49 DO clinics, 33 Contract Providers. ○ The review period is from October 1-December 11, 2011. ○ Chart workshops were held on February 14th and February 19th <p>Chart drop-offs on designated date and time as specified, either February 20th and 21st</p>		

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QA Technical Assistance Update	<ul style="list-style-type: none"> ➤ Please review the revisions to the Guide to Procedure codes which can be found on the QA website. Revisions clarify the Psychotherapy in Crisis code as well as the E&M code times. QA Bulletin No. 13-02 has also been released pertaining to these revisions. ➤ DSM V Implementation – The proposed date for DSM V implementation in LA County is October 2014 due to needing to make modifications to the IS and clinical forms and training. ➤ LPCC has been approved by the State. DMH will be updating policies before approving LPCCs. <p>The manual is being finalized soon and piloted with Wraparound providers.</p>		
Katie A. Documentation Claiming Manual			
Q&A	<ul style="list-style-type: none"> ➤ Regarding MFT interns, interns should spell out intern rather than just signing MFTI. ➤ Can you bill for collateral contact after a client becomes deceased? 	Will need to inquire with QA regarding billing after a client dies.	Ann Lee will ask QA division.
QA HANDOUTS	<ul style="list-style-type: none"> ➤ QA Agenda ➤ Documentation Training Schedule ➤ QA Bulletin No. 13-01: Senate Bill No. 1407 ➤ QA Bulletin No. 13-02: Revisions To A Guide To Procedure Codes ➤ Claiming time per hours worked: Quality Assurance Report for DO Programs 		
Announcements	Mr. Ted Howlett read a poem titled, "Going Forth" written by Mrs. Virginia Howlett. Thank you for sharing your very current and relevant poem, Virginia!		
Next Meeting	The next meeting will be held on March 20, 2013 from 2-4 p.m. Meeting location will be announced soon.		

Minutes Recorded by:



Ann Lee, Ph.D./DMH SA 8 Administration

Minutes Approved by:


Emily Ramos, L.C.S.W., DMH Co-chair